



# TORQ Analysis of Production, Planning, and Expediting Clerks to Insurance Policy Processing Clerks

## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Production, Planning, and Expediting Clerks	43-5061.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Insurance Policy Processing Clerks	43-9041.02	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

93

Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	96	Level	92	Level	90

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Near Vision	62	12	68	Critical Thinking	63	4	70	Customer and Personal Service	74	16	86
Information Ordering	50	6	72					Clerical	82	16	84
Written Comprehension	55	4	81								
Deductive Reasoning	53	5	59								
Oral Expression	57	4	65								
Speech Recognition	48	4	65								
Inductive Reasoning	48	4	56								
Problem Sensitivity	48	2	68								
Finger Dexterity	30	2	50								
Category Flexibility	42	1	50								

LEVEL and IMPT (IMPORTANCE) refer to the Target Insurance Policy Processing Clerks. GAP refers to level difference between Production, Planning, and Expediting Clerks and Insurance Policy Processing Clerks.

## ASK ANALYSIS

Ability Level Comparison - Abilities with importance scores over 50

Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Importance
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Written Comprehension	51	55	81
Information Ordering	44	50	72
Written Expression	50	50	68
Problem Sensitivity	46	48	68
Near Vision	50	62	68
Speech Clarity	44	42	68
Oral Comprehension	55	50	65
Oral Expression	53	57	65
Speech Recognition	44	48	65
Deductive Reasoning	48	53	59
Inductive Reasoning	44	48	56
Selective Attention	37	37	56
Category Flexibility	41	42	50
Finger Dexterity	28	30	50

## Skill Level Comparison - Abilities with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Importance
Active Listening	65	53	80
Speaking	62	51	77
Reading Comprehension	65	59	70
Critical Thinking	59	63	70

## Knowledge Level Comparison - Knowledge with importance scores over 69

Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Importance
Customer and Personal Service	58	74	86
Clerical	66	82	84

## Experience &amp; Education Comparison

Related Work Experience Comparison			Required Education Level Comparison		
Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks



10+ years	5%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	4%	0%	Post-Masters Cert	0%	0%
4-6 years	21%	5%	Master's Degree	4%	0%
2-4 years	19%	7%	Post-Bachelor Cert	0%	0%
1-2 years	9%	46%	Bachelors	12%	0%
6-12 months	34%	16%	AA or Equiv	20%	15%
3-6 months	1%	9%	Some College	10%	12%
1-3 months	1%	3%	Post-Secondary Certificate	7%	11%
0-1 month	0%	0%	High School Diploma or GED	44%	61%
None	2%	10%	No HSD or GED	0%	0%

## Production, Planning, and Expediting Clerks

## Insurance Policy Processing Clerks

## Most Common Educational/Training Requirement:

Short-term on-the-job training

Moderate-term on-the-job training

## Job Zone Comparison

## 2 - Job Zone Two: Some Preparation Needed

Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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## Tasks

## Production, Planning, and Expediting Clerks

## Core Tasks

## Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Organizing, Planning, and Prioritizing Work - Developing specific goals and plans to prioritize, organize, and accomplish your work.
- Monitor Processes, Materials, or Surroundings - Monitoring and reviewing information from materials, events, or the environment, to detect or assess problems.

## Insurance Policy Processing Clerks

## Core Tasks

## Generalized Work Activities:

- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Evaluating Information to Determine Compliance with Standards - Using relevant information and individual judgment to determine whether events or processes comply with laws, regulations, or standards.
- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining



## Specific Tasks

### Occupation Specific Tasks:

- Arrange for delivery, assembly, and distribution of supplies and parts in order to expedite flow of materials and meet production schedules.
- Calculate figures such as required amounts of labor and materials, manufacturing costs, and wages, using pricing schedules, adding machines, calculators, or computers.
- Compile and prepare documentation related to production sequences, transportation, personnel schedules, and purchase, maintenance, and repair orders.
- Compile information, such as production rates and progress, materials inventories, materials used, and customer information, so that status reports can be completed.
- Confer with department supervisors and other personnel to assess progress and discuss needed changes.
- Confer with establishment personnel, vendors, and customers to coordinate production and shipping activities, and to resolve complaints or eliminate delays.
- Contact suppliers to verify shipment details.
- Distribute production schedules and work orders to departments.
- Establish and prepare product construction directions and locations, and information on required tools, materials, and equipment, numbers of workers needed, and cost projections.
- Examine documents, materials, and products, and monitor work processes, in order to assess completeness, accuracy, and conformance to standards and specifications.
- Maintain files such as maintenance records, bills of lading, and cost reports.
- Plan production commitments and timetables for business units, specific programs, and/or jobs, using sales forecasts.
- Provide documentation and information to account for delays, difficulties, and changes to cost estimates.
- Record production data, including volume produced, consumption of raw materials, and quality control measures.
- Requisition and maintain inventories of materials and supplies necessary to meet production demands.
- Review documents such as production schedules, work orders, and staffing tables to determine personnel and materials requirements, and material priorities.
- Revise production schedules when required due to design changes, labor or material shortages, backlogs, or other

relationships with others, and maintaining them over time.

## Specific Tasks

### Occupation Specific Tasks:

- Apply insurance rating systems.
- Calculate amount of claim.
- Contact insured or other involved persons to obtain missing information.
- Organize and work with detailed office or warehouse records, using computers to enter, access, search and retrieve data.
- Pay small claims.
- Post or attach information to claim file.
- Prepare and review insurance-claim forms and related documents for completeness.
- Provide customer service, such as giving limited instructions on how to proceed with claims or providing referrals to auto repair facilities or local contractors.
- Review insurance policy to determine coverage.
- Transmit claims for payment or further investigation.

## Detailed Tasks

### Detailed Work Activities:

- calculate insurance premiums or awards
- code data from records
- distribute correspondence or mail
- examine files or documents to obtain information
- fill out business or government forms
- follow contract, property, or insurance laws
- interview customers
- maintain insurance records
- maintain inventory of office forms
- maintain records, reports, or files
- maintain telephone logs
- obtain information from individuals
- provide customer service
- recommend claim action
- review data on insurance applications or policies
- review insurance policies to determine appropriate coverage
- review records for completeness
- search legal records
- take messages
- transcribe spoken or written information
- type letters or correspondence
- use computers to enter, access or retrieve data

## Technology - Examples



interruptions, collaborating with management, marketing, sales, production, and engineering.

#### Detailed Tasks

##### Detailed Work Activities:

- arrange delivery schedules
- compile equipment operational data
- complete record of production
- confer with customer representatives
- confer with engineering, technical or manufacturing personnel
- confer with vendors
- coordinate production materials, activities or processes
- direct and coordinate activities of workers or staff
- estimate materials or labor requirements
- examine documents for completeness, accuracy, or conformance to standards
- examine products or work to verify conformance to specifications
- fill out business or government forms
- maintain inventory of office forms
- maintain records, reports, or files
- manage inventories or supplies
- monitor materials or supplies
- operate business machines
- provide customer service
- read work order, instructions, formulas, or processing charts
- relay information to proper officials
- requisition stock, materials, supplies or equipment
- use computers to enter, access or retrieve data
- use oral or written communication techniques

#### Technology - Examples

##### Accounting software

- Peachtree Premium Accounting for Manufacturing

##### Analytical or scientific software

- KAPES software
- Micro Estimating FabPlan
- MFI Systems Costimator JS

##### Calendar and scheduling software

- Workbrain Employee Scheduling

##### Data base reporting software

- InetSoft software

##### Accounting software

- Account management software

##### Data base user interface and query software

- Data entry software

- Database software

- Microsoft Access

- Policy issuance system software

##### Document management software

- InSystems Calligo Enterprise

##### Electronic mail software

- IBM Lotus Notes

- Microsoft Outlook

- Novell GroupWise

##### Financial analysis software

- Insurance rating software

##### Internet browser software

- Microsoft Internet Explorer

- Web browser software

##### Office suite software

- Microsoft Office

##### Presentation software

- Microsoft PowerPoint

##### Spreadsheet software

- Microsoft Excel

- Spreadsheet software

##### Word processing software

- Microsoft Word

- Word processing software

#### Tools - Examples

- 10-key calculators

- Desktop computers

- Dictation machines

- Personal computers



- Tuppas software

## Enterprise resource planning ERP software

- Epicor Vantage

- Exact Software Macola ES

- Geac MPC Production

- Maynard PlanStaff Manager (enterprise resource planning ERP feature)

- MicroStrategy Report Services

- PRONTO XI

- SAP software

- SYSPRO software

## Financial analysis software

- Cost estimation software

## Human resources software

- Maynard PlanStaff Manager (human resources feature)

- Questek Humanis

## Industrial control software

- Honeywell Wintress PACNet

## Inventory management software

- Accvision ABMS

- iCode Everest

- RyTech Inventory Control Software

## Materials requirements planning logistics and supply chain software

- ABB Production Planning software

- ADi SmartBOL

- Applied Software Technologies Asset Maintenance and Materials Management System

- Asprova software

- Bills of lading software

- Concept 3000 software

- Creo Synapse Upfront

- DM2 Bills of Lading Software

- eLading Bill of Lading Software

- Enterprise Logix software

- ERP INDUSTRIOS Material Planning



- Factory Edge MRP
- Giraffe Production Systems software
- Ingenious ProPlan
- Ingenious ProSched
- InteProc Material Requirements Planning
- Interwave Technology RS Bizware Scheduler
- Lamar Info Net
- LSA Visual DBR
- LSA Visual Easy Lean
- Made2Manage Supply Chain Management
- Niku Clarity
- Oracle Flow Manufacturing
- Oracle Manufacturing Scheduling
- Pelion manufacturing process optimization MPO software
- Pivotal Z Prestige Scheduler
- PMC KanbanSIM
- Preactor APS
- Preactor Finite Capacity Scheduling
- Production scheduling and planning software
- RSS Solutions NaView
- Sage MAS 90
- Sage Timberline Office software
- Stratford Group INMASS/MRP
- Waterloo Hydrogeologic TACTIC
- Procurement software
- Aestiva Purchase Order
- Spreadsheet software
- Microsoft Excel
- Time accounting software
- Work Technology WorkTech Time
- Workbrain Time and Attendance
- Word processing software
- Microsoft Word



## Tools - Examples

- Desktop computers
- Notebook computers
- Personal computers
- Scanners

### Labor Market Comparison

Description	Production, Planning, and Expediting Clerks	Insurance Policy Processing Clerks	Difference
Median Wage	\$ 38,490	\$ 31,380	\$( 7,110)
10th Percentile Wage	\$ 27,320	\$ 24,090	\$( 3,230)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 47,000	\$ 36,980	\$( 10,020)
90th Percentile Wage	\$ 57,580	\$ 42,620	\$( 14,960)
Mean Wage	\$ 40,730	\$ 32,190	\$( 8,540)
Total Employment - 2007	1,320	1,810	490
Employment Base - 2006	1,287	1,849	562
Projected Employment - 2016	1,279	1,699	420
Projected Job Growth - 2006-2016	-0.6 %	-8.1 %	-7.5 %
Projected Annual Openings - 2006-2016	35	22	-13

### National Job Posting Trends

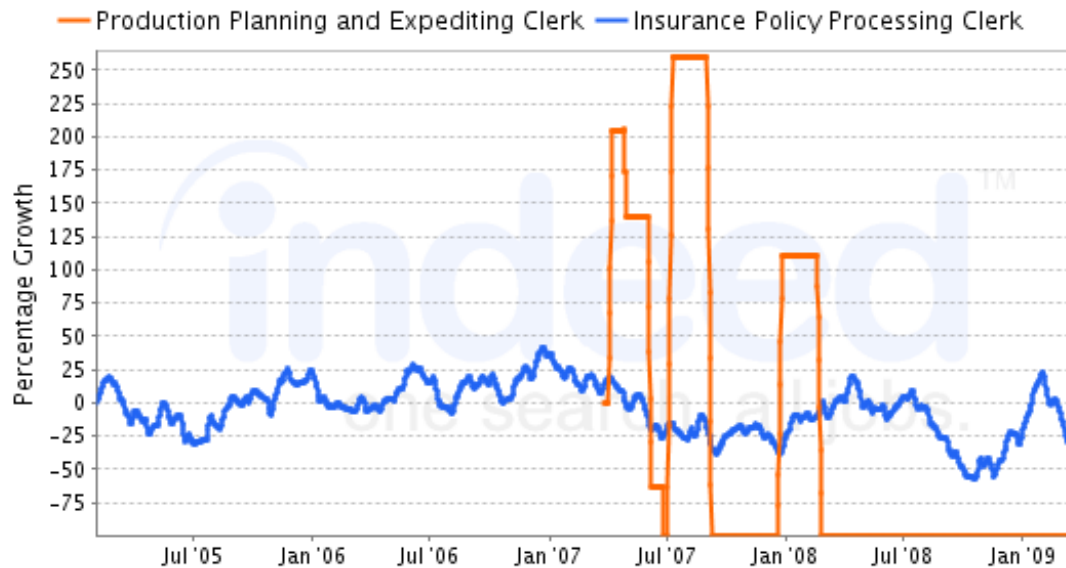
Trend for Production, Planning, and Expediting Clerks

Trend for Insurance Policy Processing Clerks





### Job Trends from Indeed.com



Data from [Indeed](http://Indeed.com)

### Recommended Programs

#### General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

### Maine Statewide Promotion Opportunities for Production, Planning, and Expediting Clerks

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-5061.00	Production, Planning, and Expediting Clerks	100	2	1,320	\$38,490.00	\$0.00	-1%	35
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$630.00	-13%	8
13-1023.00	Purchasing Agents, Except Wholesale, Retail, and Farm Products	90	3	920	\$45,210.00	\$6,720.00	-2%	21
13-2053.00	Insurance Underwriters	89	3	460	\$56,090.00	\$17,600.00	-1%	12
43-6011.00	Executive Secretaries and Administrative Assistants	89	3	3,330	\$38,830.00	\$340.00	6%	76



13-1072.00	Compensation, Benefits, and Job Analysis Specialists	87	4	770	\$43,900.00	\$5,410.00	8%	23
13-1051.00	Cost Estimators	87	4	750	\$44,990.00	\$6,500.00	14%	25
43-5011.00	Cargo and Freight Agents	87	2	170	\$40,360.00	\$1,870.00	5%	5
11-9131.00	Postmasters and Mail Superintendents	87	3	420	\$55,200.00	\$16,710.00	-5%	10
11-3031.02	Financial Managers, Branch or Department	86	4	2,440	\$67,670.00	\$29,180.00	7%	58
11-9141.00	Property, Real Estate, and Community Association Managers	86	3	390	\$43,920.00	\$5,430.00	14%	19
13-1031.01	Claims Examiners, Property and Casualty Insurance	86	3	1,570	\$49,360.00	\$10,870.00	3%	44
13-2021.01	Assessors	86	3	390	\$41,840.00	\$3,350.00	8%	20
13-2041.00	Credit Analysts	86	4	230	\$38,740.00	\$250.00	-9%	9
41-3031.02	Sales Agents, Financial Services	86	4	0	\$65,230.00	\$26,740.00	5%	33

### Top Industries for Insurance Policy Processing Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Insurance agencies and brokerages	524210	27.08%	68,773	70,013	1.80%
Direct insurance (except life, health, and medical) carriers	524120	24.30%	61,718	58,058	-5.93%
Other insurance related activities	524290	8.08%	20,531	22,086	7.58%
Management of companies and enterprises	551100	3.01%	7,656	7,943	3.75%
Insurance and employee benefit funds	525100	1.28%	3,261	3,616	10.91%
State government, excluding education and hospitals	929200	0.94%	2,377	2,100	-11.68%
General medical and surgical hospitals, public and private	622100	0.76%	1,924	1,917	-0.36%
Offices of physicians	621100	0.69%	1,752	1,986	13.39%
Employment services	561300	0.55%	1,403	1,598	13.91%
Office administrative services	561100	0.48%	1,214	1,385	14.11%
Other nondepository credit intermediation, including real estate credit and consumer lending	522290	0.48%	1,226	1,324	7.93%
Depository credit intermediation	522100	0.48%	1,207	1,108	-8.24%



Accounting, tax preparation, bookkeeping, and payroll services	541200	0.37%	934	997	6.74%
Self-employed workers, primary job	000601	0.36%	912	875	-4.12%
Other financial investment activities	523900	0.32%	810	1,027	26.84%

### Top Industries for Production, Planning, and Expediting Clerks

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Management of companies and enterprises	551100	3.08%	9,023	10,402	15.28%
Aerospace product and parts manufacturing	336400	2.55%	7,452	7,590	1.84%
Warehousing and storage	493100	2.49%	7,296	9,745	33.57%
Motor vehicle parts manufacturing	336300	2.48%	7,273	5,790	-20.39%
Postal service	491100	2.25%	6,581	6,700	1.80%
Advertising and related services	541800	2.10%	6,149	6,938	12.83%
Printing and related support activities	323100	2.06%	6,024	4,773	-20.77%
General medical and surgical hospitals, public and private	622100	2.02%	5,909	6,541	10.71%
Semiconductor and other electronic component manufacturing	334400	1.89%	5,527	4,831	-12.59%
Wired telecommunications carriers	517100	1.75%	5,133	4,030	-21.49%
Navigational, measuring, electromedical, and control instruments manufacturing	334500	1.75%	5,130	4,912	-4.26%
Federal government, excluding postal service	919999	1.73%	5,061	4,784	-5.47%
Plastics product manufacturing	326100	1.67%	4,880	5,172	6.00%
Management, scientific, and technical consulting services	541600	1.63%	4,761	8,500	78.52%
Employment services	561300	1.27%	3,724	4,713	26.56%